



GUIDELINES FOR ACCESS TO PUBLIC RECORDS

Public records maintained by the State and Consumer Services Agency (SCSA) are available for public inspection according to the following procedures:

1. Records are available for inspection during regular business hours, Monday through Friday, 9:00am – 5:00pm.
2. Requests for inspection or copying of public records:
 - a. Should be specific, focused and not interfere with the ordinary business operations of SCSA. Where a request is not specific and focused, SCSA staff will assist the requester to identify the requested information, describe the technology or physical location of the record and provide suggestions on how to overcome practical barriers to disclosure. The operational functions of SCSA will not be suspended to permit inspection of records during periods in which such records are reasonably required by SCSA personnel in the performance of their duties. If the request requires review of numerous records, a mutually agreeable time should be established for the inspection of the records.
 - b. Should sufficiently describe the records so that they can be identified, located and retrieved by SCSA personnel.
 - c. Can be made verbally or in writing, but SCSA strongly encourages written requests unless the request seeks records that are maintained by SCSA for immediate public inspection.
3. SCSA may refuse to disclose any records that are exempt from disclosure under the Public Records Act. (See e.g., Gov. Code § 6254 *et seq.*)
4. Inspection of the records will be allowed upon conditions determined by SCSA. Upon either the completion of the inspection or the verbal request of SCSA personnel, the person conducting the inspection shall relinquish physical possession of the records. Persons inspecting SCSA records shall not destroy, mutilate, deface, alter or remove any such records from SCSA premises. SCSA reserves the right to have SCSA personnel present during the inspection of the records in order to prevent the loss or destruction of records.
5. Copies of records that are not exempt from disclosure are available upon pre-payment of the copying costs (\$.10 cents per page.)
6. These guidelines shall be posted in a conspicuous public place in SCSA, and a free copy shall be provided upon request.